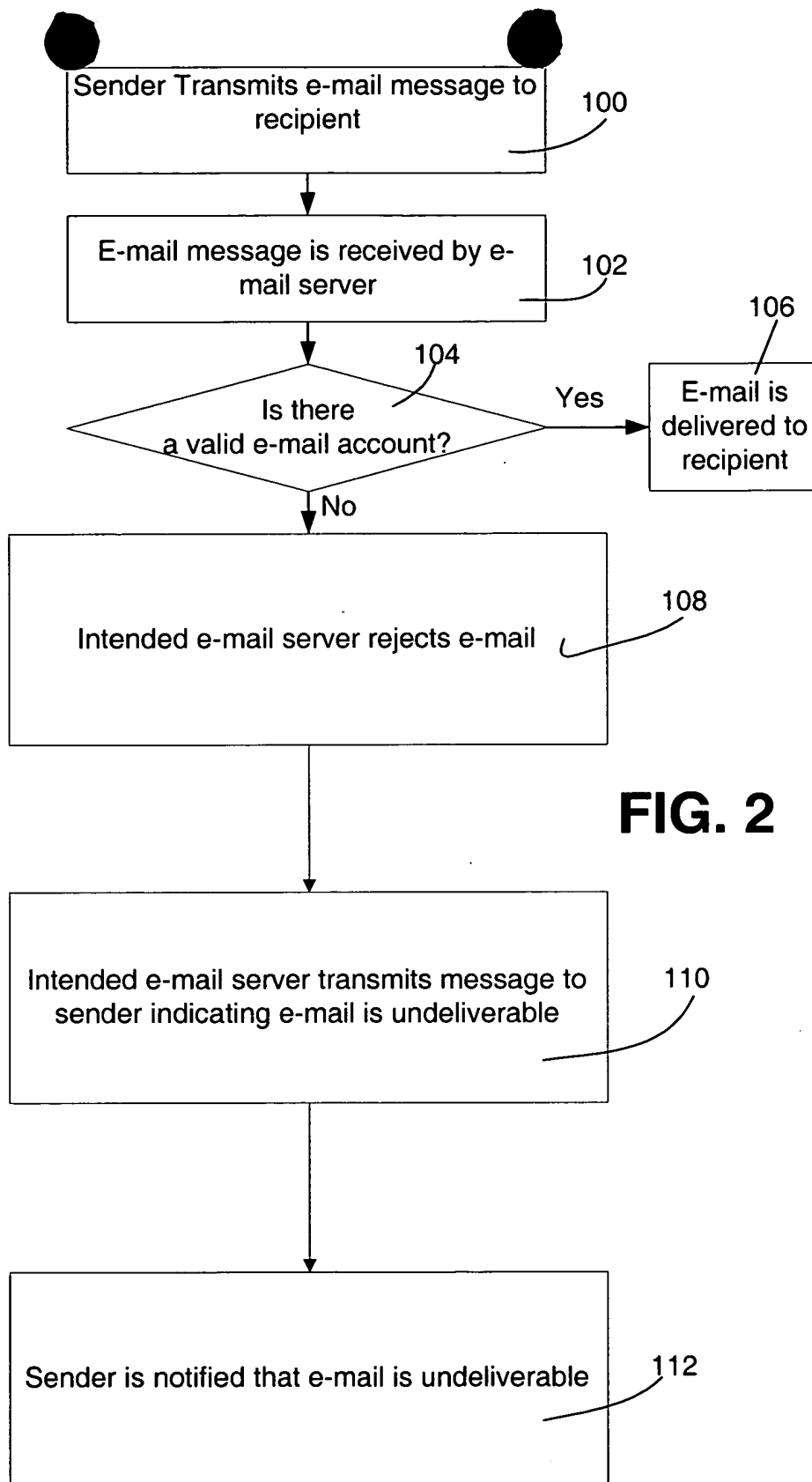
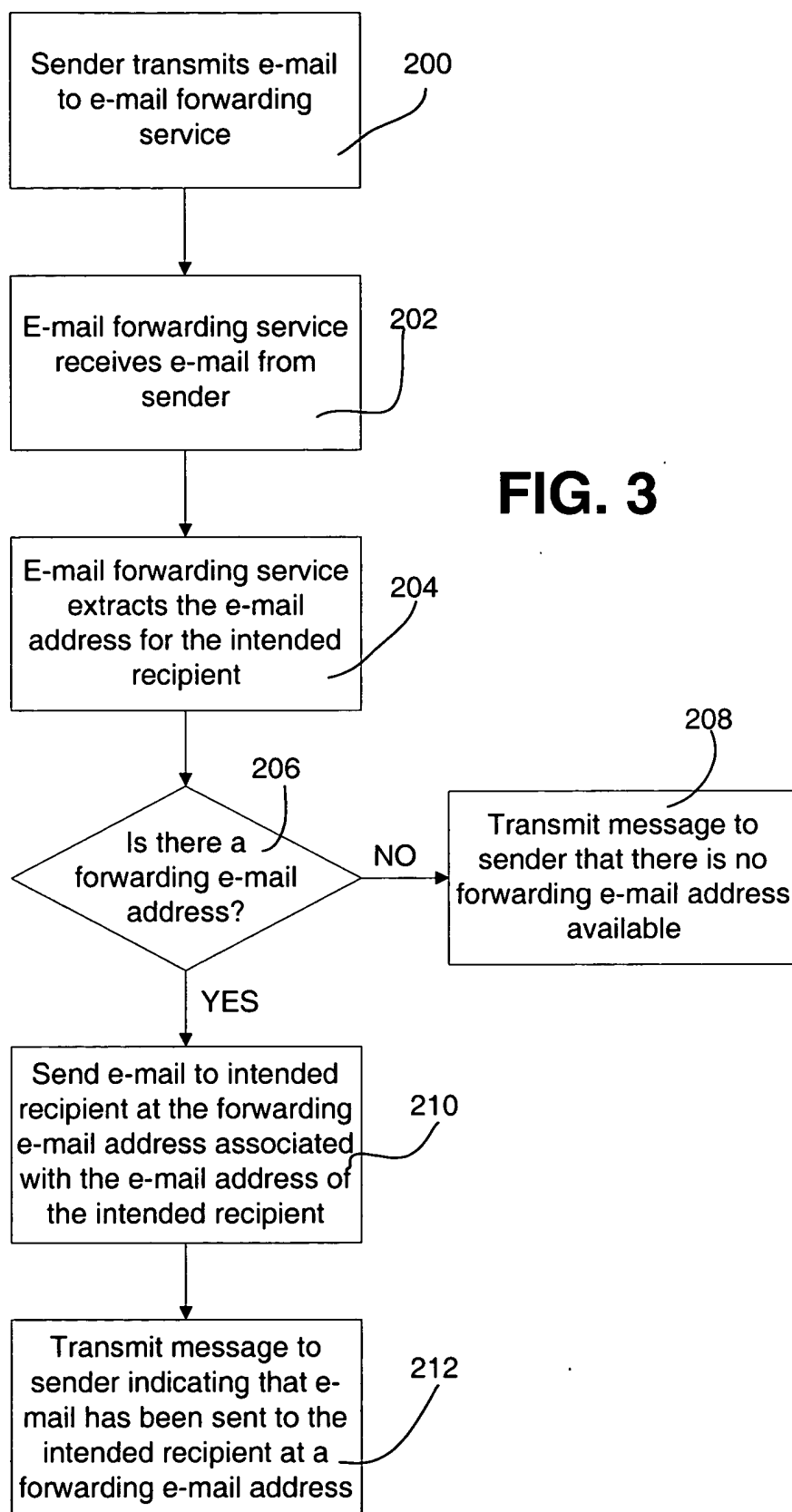


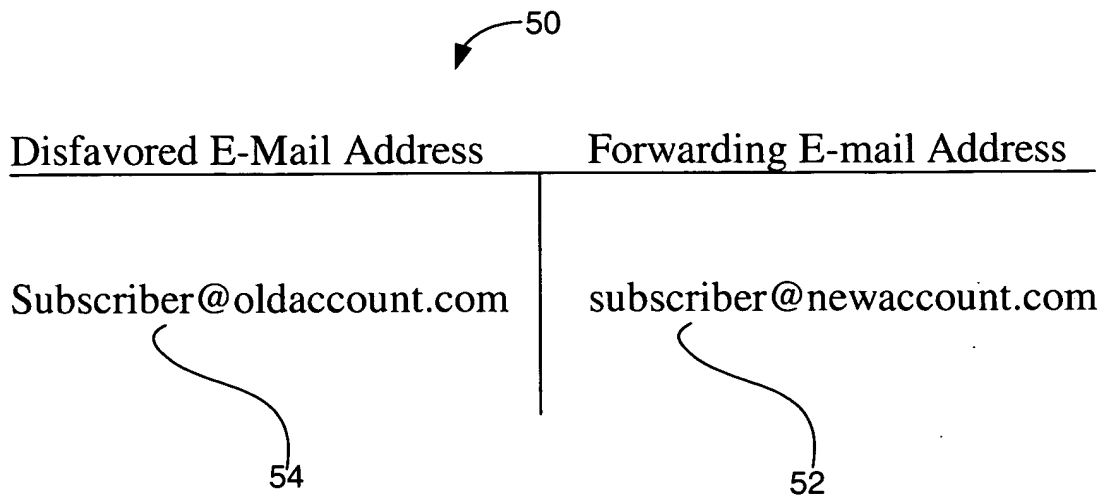
FIG. 1



**FIG. 2**

09750952 122800





**Fig. 4**

1. The first step is to identify the problem. This involves understanding the symptoms and the context in which they are occurring.

TO: DQuine@luv-npi.com

RE: Hello

I have not communicated with you in a long time -  
how is everything?

**Fig. 5A**

Delivery Failure Report

Your document: Hello  
was not delivered to: dquine@luv-npi.com  
because: The specified address contains a  
host or domain name that could not be found by  
the Domain Name Server or local hosts file.

TO: DQuine@luv-npi.com

RE: Hello

I have not communicated with you in a long time -  
how is everything?

**Fig. 5B**

09750959-122500

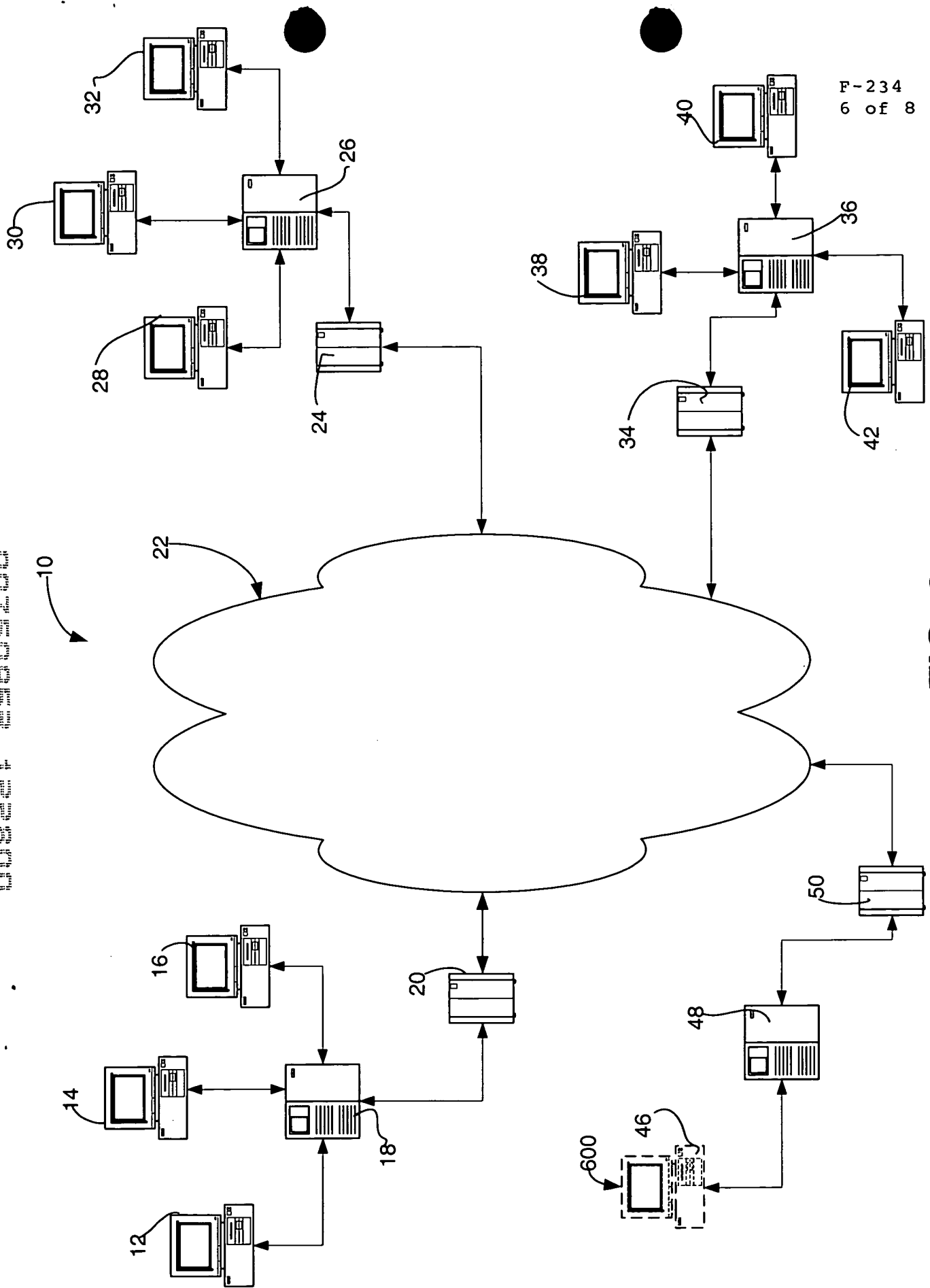


FIG. 6

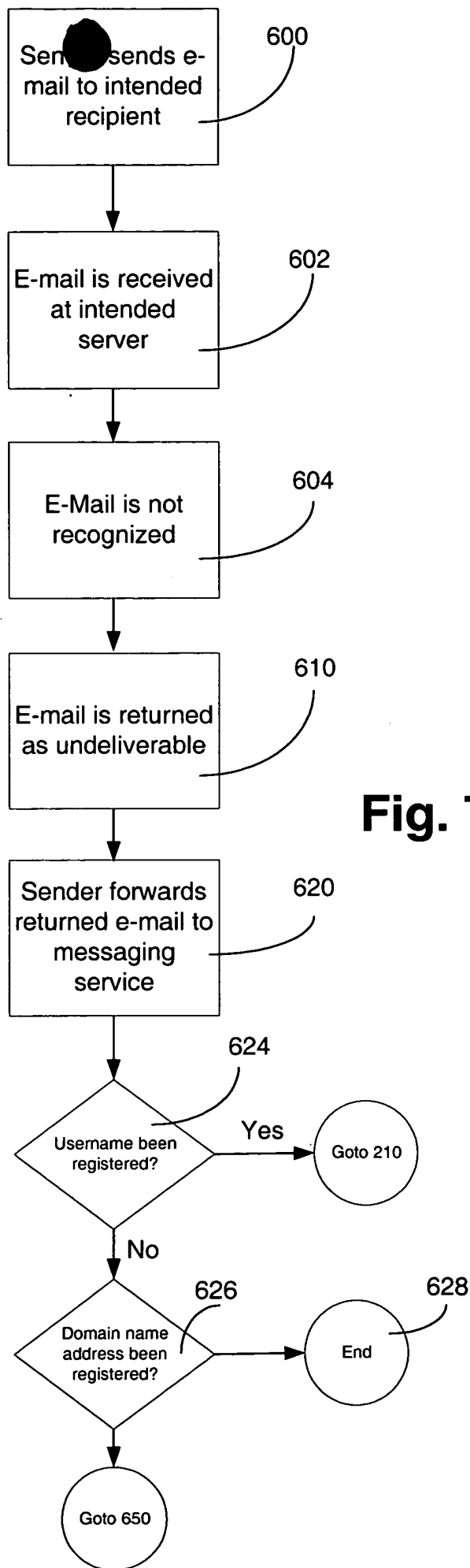


Fig. 7a

09:50:59 - 12:28:00

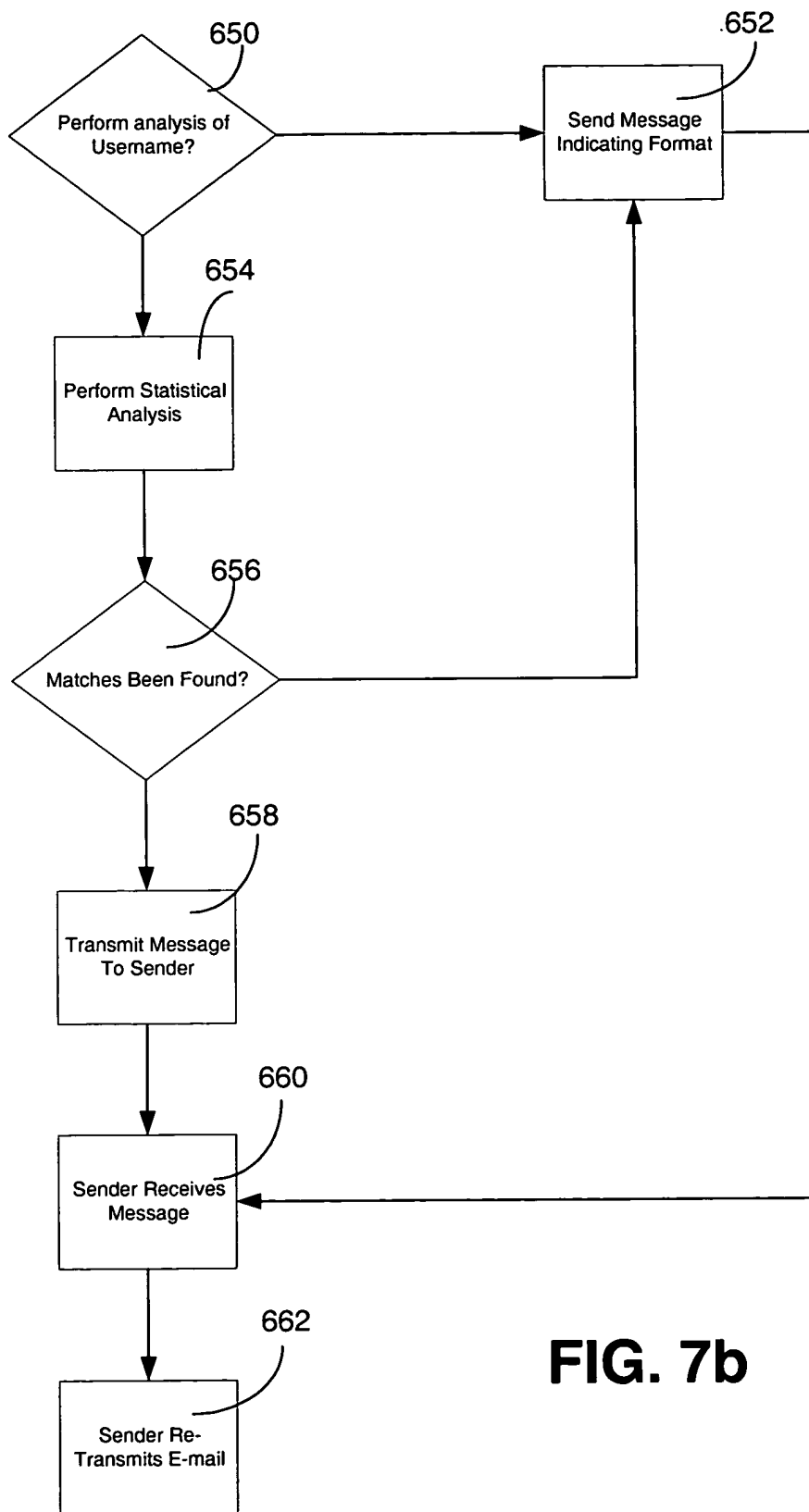


FIG. 7b

09:50:41.1200